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DUBLIN – Fellowship Afternoon Sessions  
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JANICE DOUMA LANGE: Hello, everybody! Look at you, Maureen! Hello, everybody! Hello, Sabrina! Hello, our lovely interpreters! If you need headset, there are so many around the table, it's scary. I may start talking in foreign tongues after the day I've had today, so be careful.

What I'd like to do is just introduce three people. One is Save Vocea who is our Vice President for Asia-Pacific, Austral...

SAVE VOCEA: Pacific Islands. Hello, everyone. I hope you are all settled in into the Dublin time zone. My name is Save Vocea. I am one of the original vice presidents for Stakeholder Engagement. I am based in Brisbane, Australia, looking after the Pacific Islands region, Australia and New Zealand. I'm really glad that at this meeting we have a lot of Pacific Island folks that are here. Pacific Island is always considered as underserved regions as well. I've got two other colleagues here that have come through the fellowship program as well, and I'll get them to explain themselves and their role as well. I'll start with Maureen.

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MAUREEN HILYARD: Hi, my name is Maureen Hilyard. I'm on the At-Large Advisory Committee. I started just like you guys. Actually, from the Cook Islands – the same place that [Paul] comes from. [Paul] and I are from the same country, the Cook Islands. But I have to say... I have to introduce Priscilla Kevin who I have met for the very first time, and yet we have been together on the Board of the Pacific Islands Internet Society for a whole year and have spoken to her on the phone occasionally, when Skype is working for her. We've come all the way from the Pacific to meet in Dublin. It's absolutely amazing. I really do appreciate that she's here as a fellow.

What I wanted to say is that Siaoisi and I, my very first fellowship meeting, I was here with Siaoisi. It's really important that when you're here and you can engage where there's many different sections of the ICANN community as you can, until you decide on which section is actually going to be your little niche, the one that you're going to work really, really hard in. I was really, really fortunate to have gone through the program with this wonderful lady who really did instill in us some really fantastic [ideals] about this place. So listen to her.

SAVE VOCEA: [inaudible] involved in.

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MAUREEN HILYARD: I'm on the ALAC.

SAVE VOCEA: I'll introduce to you the honorable Deputy Prime Minister, Siasoi Sovaleni. He also holds the portfolio... Is a Minister for Communications and the GAC rep for Tonga.

SIAOSI SOVALENI: As Save was saying, my name is Siasoi Sovaleni. I'm from Tonga. We're exactly 12 hours on the other side of the world. Basically, I should be waking up now, but now I'm going back to bed. It's been hard with the time difference, especially with the 7:00 time that Mama J put on us, especially when we started on the fellowship in Cartagena, my first ICANN meeting. Then my second one was Toronto. The last one was in Prague. So that was my [inaudible] because that's what ICANN normally do, to actually support you in three ICANN meetings, supposed to actually clear things up. But this is my fourth one. I'm still confused. I'm pretty sure that you're still trying to find your niche and trying to understand what's going on with ICANN, but trust me, even after these three one, I'm still trying to sort out some of the other stuff.

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But seriously, while you get to know your coordinator here is Mama J. She's been very helpful in actually getting us to actually know the ICANN structure, the ICANN community. And I think that's one of the success stories. Not only the fact that they are actually providing financial assistance for you to actually get down here, but to have people like Mama J and Save who can actually be a mentor to you and actually get you to find your ways in this whole complex ICANN community.

Even if you are a little bit confused right now, it's okay. It's going to get better. As Maureen was saying, maybe in a couple of ICANN meetings, you're going to be in a leadership position and make a difference, not only to the ICANN community, but whoever you're actually representing. In our case, Tonga. Some of you probably don't know Tonga, T-O-N-G-A. Our ccTLD is dot-to. That's basically it. I hope to see you around in ICANN in the next couple of days and looking forward to having a beer with you sometime. Thank you.

JANICE DOUMA LANGE:

He can put down a couple, I have to say. We're going to do a toss to another fellow alumni who we also got a job at ICANN. I don't know how this is working.

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ALBERT DANIELS: Good afternoon, everybody. My name is Albert Daniels. I am the Senior Manager for Stakeholder Engagement for the Caribbean as part of Latin America and the Caribbean. I was one of the original fellows back in 2007, and my journey has taken me into the confusion, past the confusion, through all the different areas of ICANN, and now I actually work for ICANN as part of the Latin American and Caribbean team.

I just had a meeting with the Latin American and Caribbean fellows and it was interesting to hear that, for some of you, this is your first meeting, but for others it is as many as the sixth meeting.

The point I want to make is that here at ICANN it's a journey and there are several different paths. We've had situations where someone has been a fellow once, and immediately they went back to their country and started doing things with the business community.

As you've heard from the Deputy Prime Minister, in some cases it takes a longer time. So it's for you to be like a sponge and try to learn as much as you can and focus on topics. What is of interest to you? What is of interest to your organization? What is of interest to your country? Then bring some of that back home.

Sometimes you might be the only person from a region who gets to come to an ICANN meeting. Then you have a big

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responsibility, because you have to go to as many places as possible so you can bring as much information – maybe a little about GAC, something about the ccNSO, something about NCUC, NPOC. You go back home and you become the expert on ICANN.

So don't be afraid. Spend the long days and nights. The biggest blessing you have as fellows, besides Mama J – I see everybody pointing at her. But the biggest blessing is starting early in the morning, because during those sessions, the ICANN leaders come to you and you get to hear from the horse's mouth what all the different parts of ICANN are all about.

I work for ICANN and I still look forward to some of those fellowship sessions because you get an intimate explanation of what ICANN is all about. So yes, you have to wake up really early. And I understand at this meeting there's no breakfast. We used to get breakfast before. I hope I don't get into trouble for saying that, Mama J. She's not hearing me.

But these morning sessions put you in intimate contact with persons who are movers and shakers, so take advantage of them. There are two ways to see Fadi. One way is at a distance with 1,000 people in the room who all want to talk to him, and the better way is to see him when he shows up in your meeting right here. Then you can talk to him one-on-one.

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So take advantage of this small family here and the bigger family that is the fellowship. Mama J, how many children do you have now? Hundreds, right? Literally hundreds. So we are all family. You're all my brother and sisters, about 700, even though you don't know it. I don't know many of my family in ICANN.

But this is a very important opportunity. And like I always say to the fellows, you become the evangelist. So when Jason goes back to Barbados, he has to spread the word in Barbados and bring more people from Barbados into the ICANN community. When Wanda goes the Dominican Republic, she has to do the same thing. Whatever we have learned here, we take it back home. And we try to bring others with us to support it.

Make no mistake. It is impossible for one person from any country to follow everything that is going on of importance in ICANN. The GAC rep, he or she will stay in the GAC meetings for the whole day. The ccTLD manager, they will stay in the ccNSO for the whole day. But there are other important things happening – business community, security, and so on – that somebody needs to cover.

So it's in your interest when you go back home to involve others. So if two of you come to a meeting, you can split the work. Some can go to the GAC, some can go to the NCUC. At-Large and others can go to the Business Constituency.

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So you are all blessed as fellows. There were some very positive comments about the fellows in other meetings. I was at the [ISP CP] meeting today. This was a meeting with the board, and the comment was made that there are some very bright, intelligent, and sharp fellows. Were they talking about you, or was this another group of people they were talking about?

What they said was that some very good questions were asked by fellows after the fellows had sat and listened to what those presenters had to say.

So yes, you may be new in an ICANN meeting, but you're all very intelligent and you are experts in the field that you come from, whether it's the end user field or the academic field, security or so on. So take advantage of that. Make use of the rest of us, the ICANN staff, the community leaders. We're all here to help. And bring the benefit of what's going on at ICANN back to your country.

Mama J, sorry for taking over your meeting. I could talk all afternoon, of course.

JANICE DOUMA LANGE: That's why I got a beer, because I knew that might happen. I wanted to kick back just a little.



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UNIDENTIFIED FEMALE: Sorry, Janice, can I just say something?

JANICE DOUMA LANGE: Oh sure, go ahead. Just take the mic.

UNIDENTIFIED FEMALE: Thank you. I don't know if you're tired of hearing "thank you" from all people, but we're not done, because I have a special message from [SMAC] team, from Sara, from [Sama], from [Krishna], from Carlton, and [Marilia] and I. They're basically sending you lots of love and flowers. Okay, done.

JANICE DOUMA LANGE: Stop it. Seriously, thank you. So here's what we're going to do. It's a darn good thing that you got here. Yes. I want to see you right up here next to me. There's a legitimate reason. [Leanna], don't you dare get out of this. This is the fun part. And I'm really sorry for those of you who didn't get a beer or wine ahead of time because this is going to be a little wobbly for the head.

We are going to do this little game that we do at the end of Constituency Day when your head's completely blown and I can only get from you one word, and that one word has to describe how you feel now. One word. Not three words, not two words – one word – about how you feel right now these couple days in.

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Mona?

MONA EILOTI: Overwhelmed.

UNIDENTIFIED FEMALE: Excited.

UNIDENTIFIED MALE: Confused.

UNIDENTIFIED FEMALE: Inspired.

UNIDENTIFIED FEMALE: Fantastic.

UNIDENTIFIED MALE: Thinking.

UNIDENTIFIED MALE: Excited.

UNIDENTIFIED FEMALE: Clarity.

UNIDENTIFIED FEMALE: Wonderful.

UNIDENTIFIED MALE: Humbled.

JANICE DOUMA LANGE: Oh, that is so [inaudible]. Thank you.

UNIDENTIFIED MALE: Learning.

UNIDENTIFIED MALE: Fantastic.

UNIDENTIFIED MALE: [Complete].

UNIDENTIFIED MALE: Excited.

JANICE DOUMA LANGE: Wait, am I starting to hear repeats?

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UNIDENTIFIED MALE: [inaudible].

UNIDENTIFIED MALE: Reflexive.

UNIDENTIFIED MALE: Happy.

UNIDENTIFIED FEMALE: Awesome!

UNIDENTIFIED MALE: Enthusiastic.

UNIDENTIFIED MALE: Fantastic.

JANICE DOUMA LANGE: Been done. No, no, no. Mic goes back to him. No more fantastic.  
Come up with something else. Mic goes back.

UNIDENTIFIED MALE: Great.

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JANICE DOUMA LANGE:      Lame.

UNIDENTIFIED MALE:      Me, [cold], I feel [cold].

UNIDENTIFIED FEMALE:    Just the word consensus.

UNIDENTIFIED FEMALE:    Determined.

UNIDENTIFIED MALE:      Relaxed.

UNIDENTIFIED MALE:      Serious.

UNIDENTIFIED FEMALE:    Brain-gasmic.

UNIDENTIFIED FEMALE:    Motivated.

UNIDENTIFIED MALE:      Challenged.

UNIDENTIFIED MALE: Prepared.

UNIDENTIFIED MALE: Convinced.

BIKRAM SHRESTHA: Loaded.

JANICE DOUMA LANGE: Lowered? So my work is going backwards? You come to Toronto and you feel enthusiastic, you come here and you feel lowered.

UNIDENTIFIED MALE: Loaded, he said.

JANICE DOUMA LANGE: Loaded? Did you have too many drinks at the ombudsman? I'm not sure where to go with you, Bikram.

UNIDENTIFIED MALE: Wow.

UNIDENTIFIED MALE: Hopeful.

UNIDENTIFIED FEMALE: Can I say it in Spanish? [foreign language].

INTERPRETER: I will say it in Spanish. I think you have to get engaged.

UNIDENTIFIED MALE: Committed.

UNIDENTIFIED MALE: Engaged.

UNIDENTIFIED MALE: Empowered.

UNIDENTIFIED FEMALE: Moving.

JANICE DOUMA LANGE: But can't you say that in Russian?

UNIDENTIFIED FEMALE: [foreign language].

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JANICE DOUMA LANGE: That kind of loosens you up a little bit for this session, too. But that is the range of feelings, right, that we're having. What is interesting is having people from different walks of life, different jobs back home, different passage through the fellowship program first, second, third time. And yet the words still come.

For me, this rapid fire has just become something really fun to do. I think it starts you now, here on Tuesday, to start to think about collecting your thoughts a little bit. Where is Priscilla? I'd like you to just say to the fellows what you said to me a little bit ago about this collection of thoughts and starting to get this together.

PRISCILLA KEVIN: When I first started, I came to know about the Internet through the ISOC, and becoming a board member on the Pacific Islands chapter. But when I became a board member I was still lost, trying to understand where things were with Internet. But coming to ICANN, that's why I said I want clarity. It's becoming very clear for me now where I can connect all the right dots and then make the thing work. So for me, that's the experience that I'm going to take back from this ICANN fellowship.



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JANICE DOUMA LANGE: So what we want to start to do is diary a little bit. Start to jot down some words, some feelings. Pictures have been taken, and there's nothing like a picture to remind you of the feeling you had or the experience that you were in. So take more pictures when you're in the sessions and there's a great speaker. All of our ICANN folks love the Paparazzi, trust me. It makes them feel a little bit more like ICANN-idol-esque.

Those will spark memories when you get back home that that was a speaker that really hit home. What they said made sense or questioned you or challenged you. It makes you think again, "Oh, let me look up that link, or let me go back to that PowerPoint and go into that website about that community."

Pictures are a wonderful way to diary your way through this week. For me, it always triggers memories and emotions, whether family or work or whatever I'm doing. But do take down some of these notes.

What I will be asking you to do within three weeks' time is to provide your coaches with a bit of a summary of the week. This is not a research paper – not. Your coaches do not need a research paper in front of them, trust me. But what we're trying to capture is a bit of the expectations coming into this from application, to acceptance, to coaching. What did you think when you learned you were going to get one? How did that

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work? What did you think was going to happen here? What did happen here? And what do you think you can do with that going forward? And I don't mean what you think you're going to do with it – become the next board member of ICANN? Maybe. Maybe I do mean that. But I don't need to hear about you accomplishing ten things because of what you learned here. That's not it.

This report is meant to be a reflection. It's not 10 pages. It's not 5 pages. It's probably two at most. It's capturing the best of those thoughts.

I do appreciate that you'll be going back home and you'll be getting reacquainted with family and reacquainted with work, but don't let it go too long before you put these thoughts. That's why we capture pictures now and thoughts now. It will help.

I want these to be important to you. I want them to be meaningful to the coach. If you need to give the coach some constructive criticism, it's okay, because that's what we use to evolve and get better.

The coaches are going to give me constructive criticism. We already spent two-and-a-half hours together on Saturday and they gave me some good thoughts. So they'll put in their report a couple key summaries from you and then they'll put some thoughts from themselves, how it worked as a whole, so we

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continue to learn and grow this program to continue to improve in quality of an experience for you. I want the coaches to have a good experience. I want you to have a good experience as a first time, second time, third time, or a coach. So I need to hear from that perspective.

I won't get the same report from a first-time fellow as I do from a third time and I don't want that, but I want true critique. I don't need – trust me... It's not Thursday, I'm not supposed to cry yet.

I am touched beyond words with the expressions of gratitude, etc. I am. So don't get me wrong when I say I don't want to hear them anymore. I don't want to hear them in the reports. That's not what it's about. I appreciate it, but I want the reports to really remain about you and your experience and help me to grow and help this program to grow.

I don't like to say it out loud, and there are some people who say don't say it out loud. I'm not here forever. I'm a tired old woman. I got good genes from my mom, but that's the only thing that's holding me together.

But this program will need someone else's touch at some point here, someone who will grow it in a dynamic, different direction. I've held it home and I've held it close and I think I've created a place of bonding and family. And that's a good base, but there's so much more that could be done with this.

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I want that person, whoever, to be able to take over something that has grown to a place because of the impact and input of everyone who's walked the path. The thank yous and I love yous are wonderful, but the reports can only help me to strengthen this program and keep making it better. Then you can send other notes of gratitude and chocolates and things separately – just kidding.

So some of the folks, I'm just going to warn you, are going to go to an ISOC gathering. I'm a-okay with that. It's great networking. I was asked ahead of time and I think this ICANN week is about getting all these networking opportunities.

But before that happens, I'd like to just see if anyone would like to share something that's happened, something that's been an aha moment so far this week, something they're maybe having a hard time with. Is there anybody who would like to share a little bit about something that's happening this week?

UNIDENTIFIED FEMALE: I will speak in Russian. Right, because Janice was saying that she liked listening to me in Russian, so I figured I would do that. I started working in 1998, and in 2000 my very first director was George Sadowsky, who is now working at ICANN. I started at the same time. Then I met [Veni Markovski] and [Michael Yarkoshiv] a bit later. My attendance of ICANN conferences in the 2000s, I

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missed 8-10 years and now I am back and I'm feeling like a complete newcomer again.

My feelings about what used to happen at ICANN then and now, these two have nothing to do with each other. Things that I was witnessing in the 2000s, I know you're trying to figure out how old I am, but I can tell you that I'm not old.

Anyway, back then, the questions that would seem easy these days seemed very complicated back then. Today's issues, they are super complicated. And I even being as a person who deals with these on a daily basis, even I don't understand them.

So I would like to say, Janice, that it was a genius idea to come up with these meetings to have an opportunity to look around and understand what's going on around you. I think you should keep going and keep in the same vein. [Andre] and I were discussing this and we decided that on the country level we'll be doing these types of trainings about what's going on in ICANN.

Today when you asked for reports, I think it would be good if we share these reports amongst each other, because there are so many players here. I would love to understand what they liked and what they were interested in because it would help me to work at the CIS countries, ex-Soviet countries, because I am regional sub-director there. It's 10 countries for me, so it would be very important for me if that would be possible.

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I understand that you are tired from all the expressions of gratitude, but a thank you is not enough. What you are doing is a very, very good thing and we have done so much, thanks to you. You are helping us greatly. You are guiding us and you're framing us along the right path. Thank you very much.

JANICE DOUMA LANGE:

I'd be a little nervous if I'm your guide. I should tell you, when I was teaching third grade, it was in a Catholic school. I was once was a good Catholic girl, I think that's kind of gone. I'm in Ireland – I'm not sure if I should say that or not say that.

I was fresh out of college and I thought it would good, my mom would really be happy if I taught in a Catholic school, so I said, "Okay, I'll go do that."

The nuns didn't quite know what to do with me because I would challenge the third and fourth graders to consider maybe who were the Apostles and what were they really doing. Did Judas really not like Jesus? What would you think?

They would listen in and then call me to the office and say, "Excuse me, Miss Douma, you are not here to make them think anything different. You're here just to make them read the Bible." So I said, "Maybe that's really not the right calling for me. Maybe I need to go somewhere else."

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Being a guide for people is kind of scary, because I seem to go off the beaten path, so be careful how closely you follow me maybe.

It's important, what [Tatu] was saying from the aspect of two things. One, sharing reports. It's come up a couple times and it's an interesting proposition. The reports that I have gotten over the years, some turn out to be very personal – not in the sense of “we love you” but in the sense of an experience that's being shared.

We're going to a place now with the reports, as years have gone through, that we're trying to more focus on the before, the during, and the after. I think that changes things. I think we can look at that. I agree. I think that's a good shared experience. I think it's good to see the angles and perspectives that others received from going through this.

It would be great if we could – I could look at something maybe on the ICANN community wiki that could maybe be a closed wiki space only to us, so that other community members wouldn't see it unless it's something that we agreed was good to post in bumping up the fellowship program and the achievements of. So let me take that away. I think it's a great takeaway.

Second, in going back and collaborating and trainings and things, I think I've said it before. I think I said it in newcomer and before, but take advantage of the ICANN staff. We are paid. You

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are not, from an ICANN perspective. So you're going back home to work as a volunteer. So you need to lean back on us as staff and say, "Earn your living. Get us the support," whether it's collateral, whether it's getting some folks from the Security, Stability & Resiliency team to your region, getting your regional manager, stakeholder engagement manager, or vice president to your region.

We have the folks from GDD (Global Domains Division) that can come to your region. There are different ways to go about it. I'll write some e-mails and summarize these things, but always you can contact me. I'm happy to do so. But you get some clout by going through the speakers' bureau, which is an online contact a speaker. It says "request a speaker" at the very bottom of the ICANN homepage. It's an online form and you say, "Here's who I am. Here's what I need. Here's what I'd like. Here are the dates." Bada-bing, bada-boom.

Then we'll get back to you and let you know what we can do for you, more questions. If you'd like to pass it by me first, sure. And others – Bikram is one who did that after Toronto and we were able to successfully get Richard Lamb to Nepal for free. For free.

Take advantage of us. Take advantage of ICANNLearn. Take advantage of Slide Share. It's software out there, but ICANN uses



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it to upload our slide decks as well. Take advantage of us or help us – or let us help you create these trainings and opportunities.

UNIDENTIFIED MALE: [inaudible] also traveled to Nepal. [inaudible] [Tampiga] just after ICANN Singapore 52.

UNIDENTIFIED MALE: Yes. [Tampiga], he's from Singapore. We have requested him for a keynote speaker for the cyber security presentation.

JANICE DOUMA LANGE: Does anybody else have something they'd like to pop in and share? [Tatu] stunned you, so now you're all afraid. [Earl]?

UNIDENTIFIED MALE: First of all, I want to apologize because my English is not fluency, so please put on your headsets. I talk in Spanish.

Basically, I'd like to take this opportunity because you only allowed us to say one word and several words came to my mind. The truth is that I feel very satisfied. I'm deeply moved. I feel enthusiastic. I'm tired, but especially I feel committed. I believe that what we are learning here is a huge opportunity for us. I was telling this to our coach, [Esteban]. Especially in countries such as Guatemala where we are just at the very beginning and

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everything related to Internet governance and everything related to Internet. It's really important to get to learn about this.

A statement comes to my mind. I try to use it at all times. There's a difference between what you want, what you can do, and what you must do. Of course we applied to this fellowship sessions because we wanted to be here. Now we have realized that we can learn many things, learn about new areas, get involved in different areas, and now it's our duty to multiply and communicate what we have learned personally.

Many things come to my mind. I think in Central America, in the five countries, we might do the same workshops and sessions to help people understand what this world is all about, which is different. It's not what I used to think it was.

As we were told here, it's important to get more people from our region and our countries involved. I have now taken the opportunity to say more than one word. I believe that we feel committed to what we have to do and what is in the future. Thank you very much.

JANICE DOUMA LANGE: Really impactful, and it kind of plays into [Tatu's] being gone for 8-10 years and my insistence, really, for even those who have

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been away for a while and they come back coming through this through program and going through the newcomer program.

Also, the busting of the myths of what ICANN is, you can only do that by walking in the door. Then all of a sudden, it kind of comes out there. Wow, it's not quite what I thought. Sometimes it's better and sometimes it's not. But it's really, really impactful.

I think the big key that we all talk about and the alumni talk about is the openness that you have to have. I'm going to point to Elsa, just because I can – and I know you can take it. When you have an interest in something that you're passionate about – human rights – and I make you sit through sessions like intellectual property... You were dying yesterday. I know you were.

ELSA SAADE: I'm going to tell you something. I went to their session today.

JANICE DOUMA LANGE: See? There you go. It is. You say, "Why would you make me do that? I'm not going to..." Again, back to my teaching days. It's like a child coming back saying, "Why would you make me take math? I am never going to use it. Why do you make me take physics? Trust me. I am going to go out and farm the land and

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never talk to people again.” All these things that we take in here are going to add to the total package.

I was just talking to a community member in the Address Supporting Organization session with the board. Why would I go to that session? Because I’m uneducated in it, and I’m here to try to help you and teach you, and I’m uneducated in it. And one of our new selection committee members is from the NRO, the ASO. [Aftab]. He saw me there, he’s like... I was like, “Yeah, because I can learn there. There’s something.”

So I’m really glad that you got that. I’m not picking on you, picking on you, and that’s why I said I knew I could do it. But all the pieces that make the whole. And unless you really at least take a chance to try to understand the perspectives of those pieces and how they fit into the whole.

Someone else said – I think it was Priscilla when she was talking to me. Finding the gaps. She’s here to try to find the gaps of her knowledge. That was really good. You can go into the same-old, same-old and keep listening to the same people you’ve listened to and the same stuff you hear when you’re on the conference calls and mailing list. Or go out and fill in the gaps and see the other perspective.

Andre, I know you want to [inaudible].

[ANDRE]: Thank you, Janice. I want to say only shortly, in my mind, a very interesting and important thing. That multi-stakeholderism is not only a base mechanism for Internet [governance]. In my mind, it's a base mechanism for future world [governance], if you understand me. Because multi-stakeholderism in Internet is in frame of ICANN. This is a laboratory for our future experience for [governance] of the whole world. This is very, very important approach and it's very, very important to have people who knows what is an Internet [governance]. What is real multi-stakeholderism? What is friendship and what is fellowship? It's very important things for all of us.

Exchange of our minds, of our expression of our passion, it's very important for all of us. That is all.

UNIDENTIFIED FEMALE: I want to add something. It's not that [inaudible] example you just said about why do you make me study math. I wanted to share that experience. Yesterday I went to a whole session about the WHOIS. I'm sure you've all heard of that. And I didn't understand anything.

But today in the morning session there was that lady who told us that WHOIS is a database for the records of registrars and that's

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it. So sometimes you need to simplify the language so that we understand it. Maybe the intellectual session that we had, it was not simplified for newcomers. It was made for a higher level of knowledge.

Maybe the newcomer track or the fellowship track should be simplified to speak our language so that we can understand it. I'm not objecting on learning math or physics, but I'm objecting on learning it in a simplified way so that we can understand it and move on and get advanced. Thank you.

JANICE DOUMA LANGE:

Narine next. And I just want to play on that. I really appreciate you saying that. It is a difficult challenge because I want to make sure – and when I say “I,” I really do work with other people on staff on this. For no reason – even the fellowship program, that wasn't my brain child. I was very lucky to come into ICANN in 2007 when the project was just starting as a director from the board for capacity building from country code and government. I did it as a project manager.

Someone else had the program in San Juan. I was lucky enough to be able to go there as my first meeting and experience the program. By Los Angeles, I had been asked to take the program over.

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Similarly, with the newcomer program, I did start the program, but I by no means feel like I can take credit for it because I keep going up to other people, including folks like yourself, to make it better.

So then you come into this problem of trying to make it at a level that those who are at the very basics don't feel overwhelmed, but those who are coming into ICANN with a lot of other experience don't feel like they are being condescended to, talked down to.

When I asked the different speakers to come in, I asked them to go to the middle level because then those that are challenged could raise their hand and say, "Take that down a step for me." And those that are not challenged say, "I already got that. Give me something better. Give me something else."

You have given me great food for thought on – I hate to say additional sessions – but additional sessions. Or a different way to break out how I'm doing them. When we're talking hot topics, maybe that's a section I can have. And the hot topics are at a basic level. So WHOIS, as I said this morning, will now rise up to the hot topic again with the GNSO review of the gTLD once accountability and transparency and the transition moves into maintenance mode, we hope, with approvals.

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But that's a really good idea that you've stuck in my mind because there is something else we can do to key into those kinds of things. Good stuff. Narine?

NARINE KHACHATRYAN: I would like to bring one example. The very important lesson which I learned during those last years working with ICANN At-Large, I was participating on one online meeting and there was several channels when this meeting was translated and transmitted.

In the Russian channel, there was only one participant. Nevertheless, the whole meeting was translated to Russian. And even that person left in the middle of the meeting. But the whole session, the whole meeting was translated.

I was truly amazed. We all come from different countries with different backgrounds. I'm from a new democracy. We think that this is a new democracy and we build big plans.

This is a lesson, all of us and maybe our countries should learn this approach, which I see as like a basis, foundation, of this multi-stakeholder approach. Thank you very much.



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JANICE DOUMA LANGE: And I know Sabrina is going to take a note to talk to Christina Rodriguez, who is in charge of our Language Services. That's been a growth in ICANN to have interpretation in more rooms and available.

You're right. Even when there's one person in the room, if there was no one in this room, for the remote participants that we promised interpretation, translation of transcriptions, that's there. I really appreciate you pointing that out.

Elsa and then to Naveed.

ELSA SAADE: First of all, I really want to thank you, Janice, for really supporting us in every way. I'm going to go straight to the point. [Mathieu] and I were talking the second day I think and we were looking around and we were seeing how much experience ICANN has collected over those 54 meetings.

I'm really curious to know how ICANN 1 was. Really, I'm very curious.

JANICE DOUMA LANGE: Elsa, you know what I would love for you to do?

ELSA SAADE: Is remove my hair off my face.

JANICE DOUMA LANGE: Love your hair, stop. At the public forum, we have a section for any other business, and if you went up and said, “Mr. Chair, Steve Crocker, I would like to know what it was like ICANN 1. I’m a newcomer fellow here for ICANN 54.” He would love to have a question that wasn’t about, “How come you haven’t produced this?! How come it’s so slow here?! Why does it cost so much?! No visas?!” Man, you would give him the biggest break in the world.

ELSA SAADE: No, but seriously, the details. You can see it in the details and it’s beautiful.

Concerning our fellowship program, I would have hoped... It was amazing, really. But I would have hoped... In encouragement or support to what my colleague there said. I would have loved if there were a crash course before we came here. Questionnaires that we had to fill in weekly. Just multiple choice questions for general knowledge for us before we come in here. Even the old people who have been here before, they could refresh their memory about the old things that they might have forgotten.

It’s been really amazing.

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The second thing, I felt really lonely in this fellowship program. I felt like I was the only one from civil society. Maybe I just... Yes. I just have one fellow here.

It would had been really nice if the group was a bit bigger and we would have given more encouragement to work a bit together. Even if it's cross-regional, it would have been really nice if we would have had like a cross-regional kind of effort in terms of civil society movements in ICANN. I don't know. It's just a small suggestion.

No, I'm not going to talk about you, [Mathieu].

The last thing is that I would've also have loved to see an online forum for us all in which we can put profiles and our own interests on it. The material that we would be most interested in and what we shared on Facebook may be put in a more organized way on a forum, and eventually maybe make – no offense here – an ICANN For Dummies book. It would be really nice, and I would really love to have it.

I'm glad that I'm not so much of a dummy anymore after these three days, and I'm looking forward to my coming meetings, hopefully. Thank you again, Janice.

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JANICE DOUMA LANGE: Yeah, really good. A couple things. You can tell I'm taking some notes. The first thing I wrote down after Mona talked about the WHOIS and hot topics, I wrote down maybe webinars before the meetings. So maybe I can get one of our staff experts or a community expert to do a webinar. Of course, time zone challenged. We know we are no matter what we try to do. But maybe we do two, two in different time zones, plan enough ahead and record it, and those who couldn't attend will at least have a webinar. Maybe we do a survey.

Naveed was so good this time because we were building into the next application to query about languages so that we can do a better job understanding what we need support from our language services for, so that they're providing just what we need when it's possible. Naveed said, "Let me do a survey here. Let me find out for you and get those languages."

We can use tools like that, Elsa, to find out more. I know the sectors through the application. Your coaches know the sectors through the application that you're interested in. I feel like I don't want to overwhelm anyone. That's why I pulled back and only let the coaches have six weeks of your time. A couple weeks to get the visas and all that other stuff going, and then six weeks with the coaches.

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We've been working on this. How much is too much? To your day job, to preparing. For the coaches' day job, for their preparing. We're working on it. That can be part of your report, give some advice on things like this.

Time here, too, is hard because you want to be in the sessions, and yet to have roundtables on your own of similar sector and interests would be really good. But it's all workable and it's really important that you say it.

So when I'm trying to match the coaches to the people, learning over two years, it's more important to have you regionally accessible than sometimes sector accessible because we can't have it all. So the coaches in Los Angeles and Singapore last year said let's do regional first and then sector – regional and language first, and then sector second.

Then again, I'm at the mercy of the Selection Committee, in a way. From the coaching perspective, not all alumni want to come back and be a coach at a certain time. They have more learning to do or whatnot. So this time I had no coaches from the Asia-Pacific region, so I was challenged regionally, time-wise, and if there were any language issues. So our great coaches from Latin America and Caribbean took on that task and the time zone challenges and stuff.

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It is really important for your journey to start to feel that you're part of different types of families. That's a really good point that I appreciate you making and I think it's something that we can work with because it's all about your strength and fortitude during this week and leading up to it and how much you want to put into it, so we can create those sub-circles and kind of determine maybe how often. Just an introduction and then maybe partway through the training, the six week process.

We can also talk to Jeff Dunn, who runs the ICANNLearn and outreach programs. I've already talked to him about the comment from the coaches that there is not a good – in ICANNLearn right now there's this 101. You talk about the ICANN For Dummies. Yeah, you should be making that. You're the ones that should be making that.

And that's what ICANNLearn is about is getting the people that want to create the courses. You create them. Jeff, from his education background, facilitates that for you, helps you to pull it together and we get it in the right place.

But if it's time to toss ICANN 101 out and create ICANN 101 Refreshed and an ICANN 102 and a 103, these are all things that are really important to say. Like I said, I already told Jeff that part, but I told him we'd follow up in the coaching reports and stuff.

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But yeah, this is all really doable stuff.

UNIDENTIFIED FEMALE: I just want to add more thing. I really thank you for making me get off my laptop and listen to the intellectual property person. Honestly, I went to the intellectual property, I went to the security, and I went to a technical session. I wouldn't have done it if I wouldn't had listened to everyone. And I really think it's really beneficial.

And within the NCSG, I think one of the members in there are going to start off maybe a cross working group with technical into civil society because of this. So thank you. I encourage everyone to do that.

NAVEED HAQ: First of all, I would like to recall a number of options that we already have. We need to see if we are fully utilizing that before... Along with, you can always talk about improvement, but we need to ask ourselves are we using that to the full potential that we can?

I mean, ICANNLearn has problems and I identified that. But having said that, I don't think anybody has tried that. This is what at least the newcomers should try.

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Then there are a number of other things that newcomers can have. And perhaps to my observation, there is some lag in that. For example, in this particular meeting, I didn't see newcomers visiting ICANN Information Booth. So every time I went there, I had my duties there, I spent more than two hours yesterday, one-and-a-half hours today, and I didn't see any newcomers visiting the booth. Every time I went there, there was a group of alumni there, which [inaudible].

If a newcomer could have gone there, they could share the experiences. They could ask questions from the alumni that are... I mean, one of them is always there. So we need to take advantage of that, because this is for the newcomers, of course, this information booth. We still have two days left, so I would suggest to take advantage of that.

Then [Wisdom] also started this experience [hearing] thing. So myself and [Deshawn] remained there for like 30-40 minutes, but nobody came. We were there to share our experiences and I asked [Wisdom] for the following days and he said the same happened.

So these are the opportunities that we can take advantage of as a newcomer to get even better experience of this meeting. You have coaches available to help along, but along with that, these are the opportunities that we can take advantage of.



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Along with that, I support the suggestions that [have]. But I was just trying to say that we need to take advantage of the opportunities as well. Thanks.

JANICE DOUMA LANGE: You're absolutely right. If there's tools put out there. But the problem is it's just like with our community members, which we all are now. We are so challenged by the amount of sessions available. It's really hard. You have to make choices all the time. Do I get out there? Do I go the session? Do I stay in this great hallway conversation? Do I go down to the booth? It's really challenging.

I totally agree with you, Naveed. I completely agree. You have all this experience and it's offered and the newcomers should take an opportunity, should avail themselves of that.

On the other hand, if this isn't working because of the competition out there of session selection, then maybe the program needs to change.

And I'm sitting here thinking to myself my boss is going to hate me for saying this from a budget perspective, but I'm combining different things that I've heard over time and now here again. Maybe, other than webinars, which would be my first thing... It's cost-effective. We can reach out ahead of time. We can cover

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some topics and get better prepared than we even are. The coaches have been amazing. But maybe we can do these webinars.

Another thing, if I put together – I was going to say “we” but it kind of is “we” because I’ll be reaching out to the other alumni anyway and all of you after Thursday will be alumni, so I can reach out to you.

To create a schedule for a Saturday. Oh, my God, the tech team and the interpreters will just want to kill – another person wants another day!

But maybe this is what it’s telling us, that newcomer is good, don’t get me wrong, but it can’t hit it all. And how do you get it all packed in? So maybe there’s a two-step program. Maybe there’s that Saturday that we do these sessions and alumni experience sessions. Because I get... A lot of the alumni, the coaches, to come in on Friday and we could have a planning session and we can be ready for that and do a [coach sharing] preparation, alumni experience sharing... Oh, stop it, Martin. You love it.

Then be better prepared, and all the newcomers come in on Sunday. But as a fellow, perhaps something additional for you, because you’re the ones that we’ve chosen, because you’ve asked for it, to get that expedited journey. So we give you that

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extra step, and then give the general and overall back again, which is still useful for you on Sunday.

I can't promise it, but right now we're in planning for Fiscal Year '17, so there's no better time than now to start thinking about ideas. Because this is all about – and I have no problem asking for it because this is the capacity building pool. And it's been a proven entity. We've gotten people in all of the community groups, every single one in these nine years. And I give fellowship program like a three-year, four-year kind of a path because we're building an alumni base.

Now, it's a proven entity, so maybe we need to invest just a little bit more. So these are really good ideas. These are the kinds of things that make me think and make me be able to go back and formalize a plan and do.

Can I ask you to hold one sec? Is your microphone just on? [Esteban], did you want to say something or are you good? Over here, I have Nabil.

NABIL BENAMAR:

I would just like to follow on what you have just said. For me, for example, this is my second ICANN meeting as a fellow. So in the first one, it was an overwhelming experience as everyone has

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already explained when coming to ICANN or IGF or other global meetings.

During the meeting, I have asked one of the ICANN staff who was an ICANN fellow, who is Fahd Batayneh. I asked him, “I would like to stick with group within ICANN, but I’m a techie person. I’m technical. So what can you suggest for me?”

He suggested many working groups, but the last one was the taskforce for Arabic script IDNs. It’s a Middle East Strategy, ICANN strategy. It was really something technical and it [sticks] with my background and I felt that I can add an added value to this taskforce.

So starting from this ICANN meeting, I joined the taskforce and I was committed to the work of the taskforce with weekly calls, [conf] calls, with the other members.

For example, in ICANN Singapore 52, I was invited to join to be able to have this face-to-face meeting with the other members and to attend also the ICANN meeting [of the] week.

For example, for this meeting, I would like to thank you for selecting me, of giving me the chance to apply for a returning fellow because it has permitted me to participate and to present, to make two presentation in two different sessions. So one was yesterday and the second one will be tomorrow to talk

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about the progress of the work of this taskforce. So I think that without this fellowship program, it would have been difficult for me to come and to make these presentations.

So this is a second part of the advantages that can come with the fellowship program, to give this chance to some members, some ICANN members and ICANN participants, to come here and to present their work and to participate in the follow-up of the work. So, thank you.

JANICE DOUMA LANGE: What time is your session tomorrow?

NABIL BENAMAR: So we have two sessions [about] IDNs, but the second one is 1:00 PM to 2:00 PM.

JANICE DOUMA LANGE: Where is that at?

NABIL BENAMAR: I should check.

JANICE DOUMA LANGE: Okay, good. Check and get back. I'd love to put that on my schedule if I can, to come and see. And anybody from the

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fellowship, if you're there, I think it's nice to come and support you for the presentation.

NABIL BENAMAR: Thank you very much.

JANICE DOUMA LANGE: Yeah. So write me back to remind me. I'll put it on my calendar.

RITA ETEUATI: Thank you, Janice. Sorry, I have to say that. But I just wanted to say the ICANNLearn, I found that very helpful for me, even with the busy schedule. It was very useful for me to recap. Even though it was 101, I felt like I was back in school, and oh, my gosh. But it was great for me, that prep work. So the beforehand for me was great. I read about ICANN before, but you just kind of, "Oh," you know.

Then you go through the ICANNLearn, and for me, it was good because it's relative. I found, "Oh, this is really is relative to what we do."

Then, coming here, it kind of did set a ground, just prepared me a bit for what's going on. I know that the sessions, it's a huge schedule for me. It's like "wow." But an experience I had today was really great when I went to the NPOC. Martin was there and I

was kind of hesitant to walk in. I was going, “Oh, I’m not sure.” I’m a techie also, so the tech sessions were great. But I walked in there and the mindset I had, it was great because it just kind of opened a lot of things, that other side of work that you do outside of work. I just found it very inspiring. And late in that session, Fadi was able to come. It was just so awesome just sitting there and listening to him was just very inspiring. He talked about the [ethos] and the thing with the IANA, that they really need to wrap it up, otherwise this timeframe is only going to be there for so long. It just makes you realize all the work that’s been put in by so many people. It was just awesome. I just thought this was just so great to be here at the right time.

I came down and I think was talking to Ida after that. I was just so hyped. It was just a great experience. It was the not-for-profit, something that I wasn’t really thinking about. It opened up again.

You talk about openness and just those adrenaline and fluid and all that just started coming through. You get a buzz. I thought it was just great. I had Martin sitting next to me.

It was a great experience for me today, and I’m just grateful for the opportunity. I feel really humbled to be here and to share and learn. There’s so much to learn. I think we’re given these

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opportunities so that we can do something with it. Thanks again.

UNIDENTIFIED MALE: Just talking about Fadi, do we still have this invitation to go tomorrow to the Trinity College to listen to Fadi speak?

JANICE DOUMA LANGE: That's a whole separate thing, yeah. Off the record. Okay. I'm coming to Albert and then we're going to do a big wrap by going to Lawrence at the end, because I want you talk about what we talked about yesterday.

ALBERT DANIELS: Thank you, Janice. The question of "Where do I fit in?" for a fellow is one that comes up often. Because we come from different backgrounds, we don't always have an easy answer to that. Some of us come as a first or second or third fellow and we can fit in the ccNSO or the GAC immediately. But for the rest of us, it's a bigger challenge.

This point that was made about the regional strategies is a very important one. In our region, Latin America and the Caribbean, the regional strategy was developed by persons in the community. The question was asked, "What is important to



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you?” And we came up with several topics that persons in the community, some of whom had never been to an ICANN meeting, felt were of importance. We saw how there was a tie-in between those topics and what the overall global ICANN strategy is, and as a result, right now the strategy has been revised and there are 39 individual projects.

So as a technical person, as somebody in a university, as somebody working with government, as somebody working as an end user – well, not working as an end user – there typically is some topic that you can find that you have an interest in.

The next step is to volunteer to be a member of a working group on that particular topic, whether it’s something related to human rights, whether it’s something related to security.

So in each of your regions, regardless of where you come from on the globe, there is a regional strategy and I encourage you all to find out a little bit more about that strategy and see what’s in there for you, because it could be a way for you to sustain your involvement in ICANN on a topic that is of interest to you.

UNIDENTIFIED MALE:

Thank you, Janice, for this opportunity. My first contact with the ICANN ecosystem was just about I think eight months ago at ICANN 52. Like many of us who are newcomers, I still had to

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leave with a lot of questions in my head. I had gotten a clue of where I could function in terms of the community, but I hadn't gotten my finger on what particularly I was going to do.

But there was something that we were exposed to before leaving the meeting, and that was the policy side of what ICANN has to do. If you were to click on [www.icann.org](http://www.icann.org), right there at the homepage, one of the first things you'll see is [the place] that has to do with the PDP, the ongoing policy work. And given our opportunity to contribute to what was going on.

Right after that, I went to [that portion] of the site and I saw that there was some ongoing discussion. Public comments were requested for a waiver for RAA for registrar insurance. In other words, ICANN was looking at the fact that there was a little snag in the contract that prevented underserved regions from onboarding as registrars. Particularly there was this requirement where you have to have up to \$500,000, which amounts to a lot of money in some of these underserved regions.

I decided to just do some research because I understood the fact that this was some work that needed contribution to, called up a few insurance companies to get some information locally, did some research, and before the time for the comment closed decided to post my own comments.

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Yeah, it took a little time – two or three days – to do some good research, but one thing I noticed also by the time the comment period closed was the fact that from the underserved regions there were just four comments, [but then] that opportunity passed by.

Fast track to three weeks. I'm checking my mail like I normally do when I wake up and I see a comment made by a community member, blah-blah-blah-blah-blah, something good has happened.

So I read the comments. I quickly get back to the icann.org site, and I see this announcement from ICANN that the insurance requirement has been waived. If Mama J will remember, that was actually what even got me looking for ICANN in the first instance. So I'm excited that, yes, this has been done.

But you know what? When I went on reading the whole document, I got to this place where there was a lot of beautiful statistics that came out from a contribution from Nigeria. I did [my little] English, but then the experts turned it to a lot of information, benchmarking our GDP against [inaudible]. I clicked on another link and there it was. Those little comments that I made was just there staring me at the face. Believe you me, I felt good on the inside.

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I'm bringing this up to let us know that when I was doing all that, I didn't know that, one, it was going to be referenced. Two, I never had it in my mind that it could go a long way to affecting this kind of a policy. That is what our little time, our little voice, and the little contributions that we make can go a long way to impact.

That hurdle has been crossed. Yes, a waiver has been given, but then the truth is there are still loads of policies right there on the side as we speak that are going to close very soon, but are begging for some form of just your voice. Do some [inaudible] work. Let's put those information out. It might not benefit us directly, but then the truth is that it's going to change something and it's going to also affect the resilience and the stability of [inaudible].

I think I've spoken enough. Thank you.

JANICE DOUMA LANGE: That's what it's all about. That's why I wanted you to wrap it up. I'm really proud of you. It's just the perfect end point to this. We keep saying every single voice counts. And what's happening to you may or may not be happening to someone else in another region, but if you don't put your hand up and say something, public comment is a waste if it's just the same old people saying

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the same old stuff. That's why it just takes things forever to get through here sometimes. It's just the same old, same old.

So yes, it does take a couple days and our time is precious, but think about it. As Lawrence said, so few comments from developing countries, and yet we need so many services to developing countries. We need so much input about what has to happen. We need equal chance, and equal choice, and equal opportunity. But you have to get your voice out there. You've got to make some noise.

Thank you for making the noise. We're actually going to get out five minutes early. Wahoo! Back from the tech team, a big wahoo! Back from the interpreters, wahoo! Thank you, guys, very much. See you at the '80s party. All right, adios, amigos!

**[END OF TRANSCRIPTION]**